

THE CATAWBA COUNTY LIBRARY BOARD OF TRUSTEES MEETING
Minutes of November 16, 2004

The Catawba County Library Board of Trustees met at 12:00 noon on Tuesday, November 16, 2004, in the Genealogy Conference Room of the Main Library in Newton.

MEMBERS PRESENT:

Sylvia Hoke, Cynthia Eades, Al Gaither, Eve Agee and Karen Foss, Library Director.

Sylvia Hoke, Chairman, called the meeting to order.

MINUTES: The minutes were approved as written.

LIBRARY DIRECTOR'S REPORT:

Karen Foss presented the Library Director's Report as information.

Ms. Foss reported the following:

- Statistics have increased 20% system-wide. Charts were distributed showing the increase.
- 179,000 items circulated the first quarter of this fiscal year.
- Increasing the hours an additional 8 hours at Conover and Claremont, is making a difference in their circulation totals.
- Customers are waiting to use the computers. A meeting with the county's ITC department is scheduled for Friday to discuss the computer usage issue and how the library can better serve the public's computer needs.
- One of the Commissioners' Goals this FY is to develop rewards and recognition to honor departments and individuals who demonstrate exemplary customer service. Library staff is involved in customer service training/cross-training to improve customer service skills. The organizational chart was distributed to the Library Board as information.
- Library newspaper articles are published in the Hickory Daily Record on Sundays and the Observer-News-Enterprise publishes an article each week.
- DVD's are circulating better than VHS. DVD is the format customers are requesting and they are also easier to store.

MAIN LIBRARY RENOVATIONS

Ms. Foss reported that the Main Library renovation project is almost complete. There was a discussion.

OTHER BUSINESS

Ms. Foss took the Library Board members on a tour of the library.

There being no further business, the meeting was adjourned at 12:55 p.m.

Next meeting: Tuesday, February 8, 2005, 12:00 Noon, Main Library

Respectfully submitted,
Linda Shull, Secretary